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AUTHOR Kendrick, Curtis L., Comp.; Lange, Robert, Comp.
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ABSTRACT

Designed to train student circulation desk workers at the State University of New York at Stony Brook's Main Library, this guide details specific procedures and outlines administrative policies. Topics covered include: (1) what circulation is; (2) what is expected of graduate students; (3) the library's opening and closing procedures; (4) who may take out books; (5) identification badges; (6) checking out books; (7) renewals; (8) the electronic security system; (9) discharging books electronically and manually; (10) working at the reserve desk; (11) issuing courtesy cards; (12) the dissemination of information to the public while at the circulation desk; (13) the telephone system; (14) commonly asked questions, e.g., library hours, photocopy information, and the locations of specific periodicals and types of books; (15) using the computer charge printout; (16) initiating search requests when patrons cannot find a book in the stacks; (17) holds and recalls; and (18) billing. The guide concludes with information on how to deal with problems such as fire alarms, personal property loss, the lost and found, circulating noncirculating materials when all copy machines are broken, and patron behavior problems. A subject index is included. (SD)

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STATE UNIVERSITY OF NEW YORK

AT

STONY BROOK

MAIN LIBRARY

CIRCULATION DEPARTMENT

PROCEDURES MANUAL

Compiled: FALL 1989

Curtis L. Kendrick
Head, Circulation Department

Robert Lange
Graduate Student Assistant

IR053080

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WHAT IS CIRCULATION?

The purpose of the Circulation Department is to charge-out, discharge and shelve books, and to maintain records and assist patrons.

(1) When a patron wants to borrow books, the Circulation Desk assistants check to make sure the patron has a valid, punched I.D. and is eligible to borrow books. If so, the Desk assistant "charges-out" the books to the patron.

(2) When books are returned, they are "discharged".

(3) After discharging, books that have been returned are sorted onto book trucks, checked for "Holds", and finally reshelved so that they are again available to patrons.

If a patron cannot find the book wanted, the desk assistants try to help find the book by first checking the Computer Charge File Printout and our small manual file to see if the book is already charged out. If so, patrons can put a "HOLD" on it, so that they can get the book when it is returned. If the book is not charged out, the assistants try to find out if the patron has looked in all possible and logical places to find the book. If the book cannot be located, they advise the patron to fill out a Search Request. A charge file and Hold and Search forms along with instructions are available for patron use at the Circulation Desk.

WHAT IS EXPECTED OF GRADUATE STUDENTS?

You are expected to be responsible about attending work. This means showing up for work as scheduled, on time, if not a few minutes early. If you are unable to work your scheduled shift, you are expected to find a replacement, i.e., switch shifts with someone else.

You are expected to know all of the basic procedures for operating the Circulation/Reserve desk, for opening the library, and for closing in the evenings. You are expected to know what to do in emergency situations.

You are expected to monitor the work of the undergraduate student assistants scheduled to work during the weekends and evenings. Make sure that the undergraduates have received their work assignments, and that they are fulfilling them. Be sure to leave a note for Peggy or Jeanne if there are any problems.

You are expected to be able to use good judgement if a situation arises in which you are unsure of what to do. You are expected to communicate to your supervisors about any problems you may be having.

OPENING PROCEDURES

N O T E: Be sure you have all keys (including a key for the building), appropriate light keys and the bolt lock combinations needed to open Circulation and/or the Library building. Opening procedures begin fifteen minutes before scheduled opening of library.

1) Enter the building via any of the outside doors which accommodate your key. Then proceed to the first floor Circulation (discharging area) doors and use the appropriate key and combination to enter. Once inside, the light switches for the first floor are located next to the door. Next, run the test badges (located on the shelf below the floor terminal):

   a. Press "TEST" on the terminal.

   b. Enter badges in numerical order, one at a time.

2) Open Circulation glass doors (one in each of the two front double doors), relock the doors (in order to facilitate Closing Procedures).

   a. Unlock and remove the padlocks on the outside (south) bookdrops. (The key for these locks is located in the cabinet above the SCU Unit. in the discharging area).

   b. Unlock padlocks to the sliding doors just inside the south doors. Remove all books from the South Book Drop, and then lock the sliding doors again. Return keys to the key cabinet. Place all the books which have been deposited in the bookdrop overnight in the first floor discharging bins so that they can be discharged when the first under-graduate assistant arrives.

3) Go to Circulation Desk by Stack elevator and gather the keys needed to turn on the Stack lights (2-4).

4) Get stack lights turned on (2nd, 3rd, and 4th floors) by inserting the light key in each of the switches on the panels next to stack elevator doors on each floor and lift up or down depending upon the particular switch (3 down, 2, 4, and Core East and West up). Make sure that the perimeter lights over the study carrels are turned on as well.

   NOTE: Floors 2, 3, and 4 have an additional set of switches located at the entrance and exit next to S.E. stairs to each floor. These switches are handy if the elevator is not working.

5) Once all the lights are on, make sure that someone at the

3rd floor desk:

a) runs test badges on both terminals on "TEST" function key

b) turns on foyer light, opens doors, and takes traffic count

c) replaces date due slips with slips for the new day

CLOSING PROCEDURES

One Hour Before Closing:

Check first floor discharging area to make sure enough help is there to finish the work.

Half-Hour Before CLosing: FIRST FLOOR: Assign someone to:

a) Open South book drops 30 minutes before closing. Get key from key box and unlock padlocks and bring the locks to the shelves next to the elevator.

b) Turn off lights in the book return room thirty minutes before closing, and close the glass doors. Make sure these doors are locked.

c) Discharge all books which were returned before the glass doors were locked.

d) Before leaving the 1st floor, make sure that:

1. All the doors are locked and bolted.
2. All discharging has been done.
3. All the lights have been turned off.

THIRD FLOOR: Assign someone to:

a) Make sure lights are flashed on each floor 15 minutes before closing.

b) Clear all the floors -- walk around and make certain that all patrons have left and turn off any fans that are on.

c) Turn off all lights on all floors five minutes before closing. Make sure that the perimeter lights over the study carrels are turned off as well.

d) Turn off lights, lock outside door and turn bolt lock handle in Circulation Office, make sure

coffee maker is turned off, close inside door.

e) Close the front doors, and make sure they are locked

f) Even if no patron is in the Stacks, NEVER leave earlier than posted closing time. All students must wait until everything is done before dismissal by the supervisor.

After Closing Third Floor:

h) Go downstairs by inside elevator.

i) Be sure all books are discharged.

j) Turn off fans if still on.

k) Close (and lock if necessary) back Circulation door if it is still open and turn bolt lock handle.

l) Close double Circulation doors and pull them to check if locked and turn bolt lock handles; check all 3 double glass doors by both turning knob and pulling.

WHO MAY BORROW A CIRCULATING BOOK

1) Our Library is designed primarily to serve the research, reference and reading needs of our students, faculty and staff. The general public is welcome to use our books within the Stack areas but cannot charge out books without special permission.

2) Borrowers of our circulating books must show a valid, punched I.D. Those without pictures on their cards must show additional personal identification.

Borrowers	Type of Identification
SUSB Undergraduates	Punched, validated ID
SUSB Graduates	Punched, validated ID
SUSB CED Students	Punched, validated ID
SUSB Faculty and Staff	Punched, validated ID
SUSB Graduate Students with Semester Privileges	Punched, validated ID plus paper card issued by Circulation Dept. with current expiration date
Retired/Adjunct Faculty	Punched Library Card issued by

NOTE: Retired Faculty, Adjunct Faculty and Faculty on leave will not appear in the PERSFILE.	Circulation Dept. with expiration date.
Professor Emeritus NOTE: Will appear in PERSFILE.	Punched, validated ID
Courtesy Borrowers	Punched Library Card issued by Circulation Dept. with Expiration Date
Open Access Borrowers	Punched Library Card issued by Circulation Dept. with Expiration Date
Long Island Library Resources Council (LILRC) Research Loan Program (RLP)	Punched Library Card issued by Circulation Dept. with Expiration Date

3) Courtesy Cards may be issued by the supervisors of the Circulation Desk to members of the SUSB Alumni Association, certain visiting scholars, Brookhaven Research Personnel, spouses and children of faculty, staff and graduate students. Students attending other SUNY institutions are issued courtesy cards through the SUNY Open Access program.

4) With one exception, no one may borrow books on an I.D. belonging to another person. Faculty members may have their research assistant sign out material for them by filling out and signing a special Authorization card which is placed on file at the Circulation Desk (by the supervisor) and expires at the end of each semester.

I.D. BADGES

1. Student I.D.'s: All our students must have Stony Brook I.D. cards with their picture on them to charge out books. Their I.D. cards must be validated every semester.

2. Semester Privilege Borrowers (Ph.D. and M.A. candidates with semester privilege cards). Graduate students who have semester privileges are given white paper cards with a special number. A keypunched card with a matching number is kept on file at the Circulation Desk. When a student wishes to charge out books on his/her semester privilege card, s/he presents the paper card and validated Stony Brook I.D. card. Pull the semester privilege badge which corresponds to the number on the paper card, and charge out the material. Use a yellow date due slip. When all material is charged out, return the paper card to the student, and refile the semester privilege I.D. badge.

3. Faculty and NTP I.D.'s: Faculty and NTP's are required to have Stony Brook I.D. cards. Before validating a Faculty or NTP card, verify current employment by checking in the Persfile (computer printout listing of staff and faculty). If listed in the Persfile, a sticker may be placed on the back of the I.D. card. A new faculty member or NTP, who has not yet received his/her I.D. card, may charge out books manually. If s/he wishes to renew these books, discharge the manual slip and charge out the books using the terminal and the faculty member's keypunched I.D. card.

4. Staff I.D.'s: All staff members on the State payroll should have a keypunched Stony Brook I.D. card with their picture. Their I.D. cards are validated at the Circulation Desk after checking the Persfile for current employment. Before charging out books to a staff member, check the Rolodex file. If they owe any library bills, there will be a card with their name in the Rolodex file. Give staff the white 30-day date due slips.

5. Courtesy (including Open Access) I.D.'s: Special cards issued by the Circulation Department to qualifying patrons, for instance, spouses and children of faculty, staff and graduate students, members of the Alumni Association, some graduate students of other Universities, visiting teachers, etc.

   Open Access Courtesy cards are given to students, faculty and staff of schools in the State University system. When you receive a request for a special library card, consult the section of this manual on Procedures for Issuing Courtesy Cards and proceed to issue a card.

   When a courtesy card is presented at the Desk to charge out or renew books, another form of identification must also be shown as courtesy cards do not have pictures. Check the expiration date and the Rolodex file to see if patron owes any library bills. If the card has expired or name is on Rolodex file, follow established procedures. If everything is OK, follow standard procedure for charging out books. Give Courtesy and Open Access borrowers white 30-day date due slips.

Health Science Center I.D. Cards.

If a patron presents an HSC I.D. card key in the patron's I.D. number, and suggest that the patron get their I.D. card punched by the I.D. Office. (Remember to key in the borrower type: HSC Staff is 7, HSC Student is 8, HSC Faculty is 9).

I.D.'S ISSUED BY THE CIRCULATION DESK,
HOW TO TELL THE DIFFERENCE

<u>COURTESY CARD</u>:

1. Name printed on the name plate followed by expiration date
2. Short Courtesy number, omitting first 3 or 4 zeros, embossed on the right or hand written on the nameplate.
3. Status code 0.
4. White date due cards.

Semester Privilege Paper Card:

1. Semester Privilege number written on bottom.
2. Student must show this card and validated SUSB I.D.

Semester Privilege Charge Card:

1. Number written in nameplate is short version. No name is ever written on these cards, they are never given to students but kept on file at Circulation/Reserve Desk.
2. Status code 5.
3. Yellow date due cards.

I.D. BADGE VALIDATION

The Circulation Desk (or the I.D. Office) will place validation stickers on I.D. badges Check the printout of registered students from the Registrar's Office, or ask the student to show proof of registration with a paid tuition receipt or class schedule.

I.D. PROBLEMS

I.D.'s are probably the single greatest source of problems encountered at the Circulation/Reserve Desk. During the early part of each semester, the Circulation Department must be patient and lenient in enforcing its I.D. requirements. Therefore, students may present their registration receipts to borrow books during this time period. This is necessary because of the length of time the I.D. Office needs to prepare cards at that time (usually several weeks into the semester). However, as soon as the I.D. Office is satisfied that every new student has been issued a card, we are notified.

The most typical defects which prevent a card from working properly include:

1. Light

   The terminals in our automated system utilize a light sensitive data entry system. The holes explained above allow light to pass through the holes in the cards and register that information on the tape drive system on the 1st floor. Too much light and not enough light will both cause the system to either misread the card or to reject

the card entirely. The most common cause of excess light is the construction of a card with unwanted translucent spaces framing the I.D. picture. The excess light in this instance will cause the card to misread but may not cause the terminal to signal an error! In other words, the card may appear to be working correctly but, in fact, is registering at the terminal as a different I.D. number. Therefore the first step prior to charging out any library material with a patron's card should be to "test" the card. Testing will show how our terminals translate the holes. In order to correct this, usually, you need only place a piece of white tape around the picture. The tape should be applied on the back (validation side) of the card. (The frequency of this problem demands white tape as a staple supply at our Desk and it is always available). Eliminating this excess light will cause the card to work, if this is the only problem with the card. However, frequently cards are produced with multiple defects.

2. Incorrect I.D. Number Keypunched:

   This problem will manifest itself ONLY if I.D.'s are TESTED prior to using them to charge out materials. When an I.D. card (badge) is tested, the I.D. number and status code are visible on the terminal display and must be compared with the one embossed on the surface of the card.

3. Defective I.D., In General:

   Any patron in possession of an I.D. which is found to be defective in our system should be given a "Defective I.D. Letter". This letter is addressed to the I.D. Office and verifies and entitles the patron to a new I.D. card due to the fact that they cannot use it as a Library card. Instruct the patron to present the letter and the defective card to the I.D. Office.

CHARGING OUT BOOKS

Automated Charge (CHRGE button)
Charge with I.D. Badge and Book Card

1. Check the picture on the I.D. card to see that the correct person is using the I.D. Check for current validation sticker on the I.D. For Courtesy Card borrowers check the Rolodex to make sure they do not have any outstanding financial obligations to the library.

2. Desensitize the books.

3. The Book: Check to see if the access number on the book card matches the access number on the book pocket. If it does not

match, remove card and charge the book out manually. Give card to Jeanne Gavin to have book searched for matching access number. If the condition of the book is bad or parts are missing, write a note, date it and sign it, and put it in the pocket so the patron does not have to pay for the damage when s/he returns it.

4. Test I.D. badge to make sure the correct I.D. number is reading in the terminal.

5. Press the function key CHRGE, then press 0, then press SEND. The message displayed will be Charge - Enter I.D. Badge. Enter I.D. badge into terminal. The message displayed will be Charge - Enter Book Card. Insert the book card with the call number printed side on the left into the card reader slot at the top of the terminal. Push it gently all the way through and remove it from the bottom slot. Never pull it back through the top slot. If the book card was read, you will hear a single beep. The terminal is ready to charge out the next book. It will stay in the charge mode for about 15 seconds. If another charge is not started within 15 seconds, the display will go to Start - Press Function Key and you must start again from the very beginning.

   If you get a continuous beeping, the ERROR light will be on and the display will read Error - Press Reset. You will get an error message if (1) you made an error (2) the terminal did not read the I.D. card, or (3) the terminal did not read the book card.

   Press the RESET button to stop the beeping and the terminal will go back to the start mode. Press the CHRGE button and proceed by following the instructions on the display.

   If the terminal did not read the I.D. badge, causing an error and continuous beeping, press RESET, press CHRGE and try again. You may try several times. If an error is caused by the terminal not reading the book card, press RESET, press CHRGE and begin again. If you continue to get an error after several tries, consult the I.D. Problems section of this manual.

6) Date Due: After charging out each book, insert the proper date due slip in book pocket with the book card; white for 30-day charges, blue for faculty, yellow for semester privilege borrowers. Return I.D. card to patron.

AUTOMATED RENEWALS

Check Hold List for the call numbers of the books to be renewed. If the book is listed it may not be renewed. Keep the book, discharge it, and place it on Peggy's desk. If the book is not listed, proceed

to renew it by following directions for charging out books. Note: Overdue books should be discharged before they are renewed.

MANUAL CHARGES/RENEWALS

Manual charges are used when our terminals are all out of operation, when a book card is missing from a book pocket with an access number on it, and to solve some other problems that may come up.

When a manual charge is to be made, follow these steps:

1. Check I.D. card for identification and validation (same as for automated charges).

2. The patron (not the Desk attendant) fills out, for each book or volume, a triple carbonized form with a ball point pen. S/he writes in the complete call number, copy number and year (if year is given as part of the call number). Also author, title, his/her name and address. I.D. number is filled in by patron and the borrower's status code should be indicated.

3. You will next check the I.D. against the name on the charge slip, making sure the name and I.D. number are correct and that everything is legible on all three copies.

4. The call number must be checked next against the spine label and the access number is written by you at the bottom of the date due box.

5. When you are satisfied that the slip is correctly and legibly filled out, write the correct due date on the top part of the Date Due box and initial. Be sure to check each copy to be sure all are legible, especially the bottom copy.

6. Fill in access number and put your initials in the space provided.

7. Remove the top copy of the date due slip and insert in book pocket. The 2nd and 3rd copies, still joined together, are placed in a box to the left of each terminal.

8. If the book has no keypunch card, but does have a barcode, fill in the last nine digits of the barcode number in place of the access number.

MANUAL RENEWALS

If a patron requests a renewal on a book charged out manually, check if perhaps this book can now be charged out on the terminal, a missing book card can be keypunched, or an I.D. card may have been issued or replaced. If possible, put the new charge (renewal) on the automated system. However, if a manual renewal is necessary, have

patron fill out a new charge slip. Whether you renew on the computer or manually, be sure the original charge slip is discharged.

> Important: In the past we have had problems with students attempting to renew books when the system is temporarily down. Therefore, please note carefully the following procedures for avoiding such problems given those circumstances.

If the automated system is temporarily down and a patron must therefore renew manually, no automated record of the renewal will exist and the patron will be fined/billed as if the book had never been renewed. The best way to deal with such situations is to explain the problem to the patron and request they return with their renewals when the system is again operational. If patrons find this solution inconvenient, allow them to renew the books manually. If books are renewed manually, Desk attendants must compile a list of the access numbers which of the books which were renewed. This list should be given to David Weiner or to a supervisor to arrange for their removal from the automated charge file.

ELECTRONIC SECURITY SYSTEM

The Library has installed sensitized electronic materials in its books, both as a security measure and as a reminder to patrons to check out library books. These materials will be installed in all incoming library books and periodicals in order to keep the system up-to-date. The exits of the Stacks, Music Library, both floors of the North Wing (where Reference is) and the second floor Core Area (Microforms) have their own exit and entrance gates with alarm chimes and control panels. Each exit gate also counts the number of patrons using the room for statistical reports.

The alarm chime will sound when a patron carries any material through the exit corridor not properly desensitized when the book was charged out. If the alarm chimes, the patron who has been held by the gate, should be politely asked to return to the Circulation Desk. Remain poised, calm, confident, and friendly, and ask the patron if he or she has any books. If the patron has books then charge them out and desensitize the books. Do not accuse by word, tone of voice or look.

If the patron maintains that s/he does not have library materials, ask them to step through the exit again. If the alarm still goes off, ask about keys, briefcases, or anything else which might have set off the alarm. If the alarm still goes off when those objects are removed, accept the patron's story.

The desk control panel, which is installed inconspicuously near the Circulation/Reserve counter has 3 positions; Alarm, Active and Disable. The Active position indicates the system is in operation. The Alarm position is utilized for testing or sounding the alarm when needed, while the Disable position deactivates the system.

DISCHARGING BOOKS

ALL BOOKS RETURNED TO CIRCULATION MUST BE DISCHARGED THAT SAME DAY!

Staff responsible for closing must also make sure that every book returned is discharged before leaving -- it can affect patrons if a book returned today is not discharged until tomorrow.

Follow guide in number order. Please consult numbered paragraph for complete instructions for each step.

1. Sensitizing
2. Preparing books for discharge
3. Actual discharge of books
4. Sorting books on to shelves

(1) Sensitizing:

First, make sure the switch on the sensitizing machine is set for "SENSITIZE". Take a book from the book well, slide the spine of the book against the back of the sloping shelf and slide it to the left (gently), breaking the electric eye. A long book may need to be turned over to sensitize both ends of the spine (the large books, in particular). Any books which cannot be sensitized should be put aside (delivered to Peggy Labusohr's desk) for sensitizing after they are discharged.

(2) Preparing Books for Discharge:

On the counter between the sensitizer and the terminal, stack books in small piles opened to the inside of the back cover, exposing the keypunched book card in book pocket.

Remove the date due slips and compare access numbers on book pocket to book cards at the same time. If a discrepancy exists between the access number on the book pocket and the bookcard, write a note and deliver to David's drawer at the Circulation Desk. Books charged out from Reserve, music, science libraries or other libraries may also be in the book wells or books that were charged out manually at our Circulation Desk, etc., and you will have to make sure they are correctly processed and sent to the proper place.

If there is a manual chargeout slip, be sure it is our book, not music or a science libraries. Remove the slip and write "Ret'd" and the date. Put manual slips aside to be brought to the Circulation Desk to complete the discharge process. If the book also has a book card, keep it in the pile so it can also go through the discharge process and be

sorted along with the regular books.

If there is a "Reserve" manual slip and book pocket is stamped "Room Reserve", "2-hour Reserve, "2" or "7-Day Reserve", or ""2-Hour Overnight", fill out a pink "Returned to Circulation" slip. Be sure to include the TIME as well as the date on the pink slip. Bring the book up to the Circulation Desk and check Reserve charge file. Discharge from Reserve as usual.

If the book belongs to one of the branch libraries, Reference or other department, fill out pink "Returned to Circulation" slip and place on shelf next to the elevator. They will be sent back in groups by a staff member. Books belonging to off-campus libraries go with I.L.L. books on these shelves as well.

(3) Actual Discharge of Books:

Slide sensitized books along counter. At the terminal, press the "RESET" button followed by the "RTURN: button. If you discontinue discharging for more than 15 seconds, you will have to press "RTURN" button again.

PULL ONLY ONE BOOK CARD AT A TIME! Now take the book card and put it into the card reader slot at the top of the terminal. Push it in evenly and pull it out gently through the slot at the bottom.

If the card has properly discharged, you will hear a single beep and the display will read "Return - Enter Book Card". If the terminal did not read the card properly, the terminal will beep continuously. Press "RESET" button, "RTURN" button and try again. You may try 3 or 4 times. If you are still unsuccessful in the discharge, then the book with the card should be brought to the 3rd floor and discharged at the Circulation Desk. If still unable to discharge put in David's drawer with a note indicating date returned.

(4) Sorting Books on to Shelves:

As you discharge the books at the terminal, start the sorting process by placing books on the book truck stationed next to the terminal by floors. As the truck shelves get full, bring a group of books to the sorting shelves and "fine sort" them on to the shelf that corresponds with that call number. If there are books already on that shelf, interfile them. They will be loaded, on the book trucks, already fine sorted, and brought to the appropriate stack floor to be shelved.

Before any loaded book truck is brought to the elevator to be taken to the stack floor, get a copy of the current HOLD List and check the truck against the list. If you find a book on that list, pull it off the truck and bring it to the shelf reserved for HOLD books next to the elevator to be brought up to the Circulation Desk.

MANUAL DISCHARGING ON THE THIRD FLOOR

The desk attendants, after completing the discharging on the 1st floor, will now proceed to discharge manual slips as follows:

1. All manual discharges, whether on 1st or 3rd floor, must have the following written in the date due box: "R'td.", the date and your initials. This is absolutely necessary, as you can understand, for billing purposes. We do not want to bill when we should not, we do want to bill when we should.

2. When discharging a manual charge on the first floor, the return date is written as you take the date due slips out of the books and open them for discharge. If the book also has a book card, after removing the white slip, send the book through the normal discharge steps. Place the slip, after you write the date returned, on top of the sensitizing machine. It is then brought upstairs for the remainder of the discharge process.

3. When the slips are brought upstairs, they are matched to the slips in the manual file, stapled together and put in the small box next to the manual file. If you cannot find the back-up slip, write on slip "no back-up" and put it in the same box.

4. If there is a metal sticker on the slip in the manual file, that means there is a HOLD on the book and you should go back downstairs for the book and give the book and all papers to Peggy Labusohr.

PROCEDURE WHEN THE AUTOMATION SYSTEM IS DOWN

Our computer equipment is seldom down for more than a few minutes, usually while tapes are being changed. Please ask patrons to wait a few minutes rather than charging out manually. It will probably take the patron as long to fill out manual slips as it does to change the tapes.

In the event of a complete breakdown in equipment, chargeouts will be done manually. Renewals must be treated in a very special way because you will charge out manually but must do something to discharge the book from the automated charge.

The following instructions are for renewals when the automated system is down.

1) Write down the access number and call number of the book.
2) Write down the name and I.D. number of the person renewing the book.

3. Write down the date and time the book was renewed. Leave all of this information for David Weiner.

SYSTEM DOWN

If there is a problem with the System Control Unit (SCU) or the tape drives, the message "SYSTEM DOWN" will usually appear on the display at the terminal. It may happen that the system goes down in the middle of a transaction. In this case, the terminal will continuously beep. In order to stop the beeping, turn the terminal off -- the ON/OFF switch is located on the back of the terminal.

N O T E

IF SYSTEM GOES DOWN, FOLLOW THESE STEPS:

Go down to the first floor. Unlock the yellow cabinet housing the SCU. The key is hooked onto the back left side of the cabinet.

At SCU -- 1) Press UNLOCK, then CLEAR
2) Press UNLOCK, then SPOOL
3) Press UNLOCK, then EOF

CHANGE TAPES (Follow instructions on the wall)

If a power outage puts system down, press RESET button on surge suppressor box on floor behind yellow cabinet.

PROCEDURES FOR WORKING THE RESERVE DESK

In order to facilitate service at the Reserve Desk, you should be aware of the FOUR types of Reserve material. When placing material on Reserve, the course instructor will have the options as follows:

1. 2 HOUR OVERNIGHT

2. 2 DAY

3. 7 DAY

4. CANNOT LEAVE

Methods for charging out material according to Reserve type which will be stamped on IBM card pocket, are as follows:

To charge out any Reserve material the patron must have a validated I.D. card. He/she will present the I.D. card with one or two manual charge out slips, (at this time we can only allow 2 items at a time) filled out showing call number with author, title information, or "Reprint" written on the slip, with author, title & or title information. Patrons name, address and I.D. number should be CLEARLY written on slip as well. After verifying that the information filled out is correct and legible, retrieve the material, put I.D. in imprinter, place manual slip on top of I.D. and depress cover. This will imprint I.D. information onto manual charge out slip. Release and return I.D. to patron upon completion of transaction.

When charging material from Reserve, the patron should have a validated I.D. If the I.D. badge is not validated, check the Registrar's List and place a validation sticker on the back of the I.D., making sure that you do not cover any of the punched holes. If he/she does not have an I.D. yet (i.e. Freshman, transfer) we will accept either a course registration form or a meal plan card with photo and I.D. number information. Be sure to match the name and I.D. number with the manual slip he/she will present. We must insist on one of these three forms of Stony Brook I.D. information, in order to charge material. *Ideally we want a validated I.D. card to imprint borrower information.*

If item is to be used in library, at this point:

1. Insert the manual slip into the "OUT" clock.

2. Tear off the top copy of the manual slip and place it in pocket of item being charged out.

3. Remove IBM card from pocket and attach Reserve copy of the manual slip (hard copy) to IBM card.

4. File IBM card with attached slip, in "BOOK" or "REPRINT" file by call number or alphabetically by main entry, if reprint.

REMEMBER: Each time an item is to be charged, we must have a new manual slip written, for statistical count (i.e. renewing an item)

REMEMBER: If patron wishes to charge material out of the library, check I.D., and use imprinter; but you must WRITE IN the time and date due, accordingly on the manual slip, and initial it. Write in access number on manual slip.

Desensitize material.

Always remove IBM card and with attached manual slip, file in box for OVERNIGHT, 2 Day or 7 Day material. Patrons copy of manual slip is placed in pocket.

NOTE..If a patron requests an item that has been charged to another borrower, he/she may be willing to wait until the item is returned. In such a case, put a note on the manual slip of the item charged indicating that the item charged cannot be renewed. An item may be renewed if the filed manual slip doesn't have a note attached that indicates the item CANNOT be renewed. However the patron must fill out a new manual charge out slip.

The various Reserve types with special instructions are as follows:

1. 2 HOUR OVERNIGHT - Material stamped 2 Hour-Overnight is usually returned within the 2 Hour time due period. However, it can be charged out of the library 2 hours before the library closes and will be due back at the Reserve Desk 30 minutes after the library opens the next day (9 A.M. Monday to Friday).

Material charged out on Friday or Saturday 2 hours before the library closes, will be due back at the Reserve Desk the following day, 30 minutes after opening.

REMEMBER: Time due as well as date due must be written on manual slip when taken out overnight. Write on manual slip, 2 Day or 7 Day.

2. 2 DAY: Material may be charged out at anytime during the day and will be due back at the Reserve Desk, anytime 2 days later. Material charged out on a Friday will be due back on Monday.

REMEMBER: Write the due date only, on manual slip. There is no need to note the time returned.

3. 7 DAY: Material may be charged out at anytime during the day and will be due back at the Reserve Desk, 7 days later.

REMEMBER: Write due date only, on manual slip. There is no need to note the time returned.

4. CANNOT LEAVE: Any Reserve material stamped CANNOT LEAVE will also have a Yellow Band to remind you that this material is to be used in the library stack area only. There are times however, when a patron has permission (a letter) from the faculty member to remove the material from the library. This letter should indicate how long the book may be used; if it doesn't, charge the material out for 2 days. Attach the letter to the Reserve copy of the manual charge slip.

PROCEDURES TO DISCHARGE RESERVE MATERIAL:

When the patron returns Reserve material to the Reserve Desk, match the patron's copy from the pocket with Reserve's copy attached to the IBM card, from either the "book" or "reprint" file. The access number on the IBM card MUST match exactly, the access number on the pocket. If it does, remove the slip attached to the IBM card and place IBM card back into pocket. Staple the manual slips together, insert into "IN" clock and place slip in its proper file, either "book: or "reprint" for statistical count and billing purposes. If you can not locate the proper match, see a Reserve Supervisor.

**If the item being returned is an "overnight", WRITE in the time and date returned and initial it. DO NOT clock the item in. Sensitize item.

**If the item returned is a 2 or 7 Day, WRITE in the date returned and initial it. DO NOT clock the item in. Sensitize item.

REMEMBER: Time clocks are used for material that is being used IN THE LIBRARY.

NOTE: Access number on IBM card must match access number on pocket in order to check in/out material.

Of course, there will be times when exceptions will have to be made and problems or questions will occur. Please contact a supervisor if there are may difficulties. Reserve staff will be available to answer any questions, M - F 8:30 - 5:00.

We can not "hold" or "recall" Reserve material. We can however, attach a note to the charge out manual slip/IBM card, requesting that the item NOT be renewed.

If a faculty member or Teaching Assistant wishes to remove Reserve material, consult with Reserve staff. If a faculty member or Teaching Assistant wishes to add items to his/her Reserve list, consult with Reserve staff.

PROCEDURES FOR ISSUING COURTESY CARDS

As of September 1989 Courtesy Cards may be issued to people from the groups listed below for the period indicated.

SUNY Undergraduate Students	Until the end of the semester
SUNY Graduate Students	Until the end of the semester
SUNY Staff	Until the end of the semester
SUNY Faculty	Until the end of the semester
SUSB faculty spouse/children	For one year
SUSB staff spouse/children	For one year
SUSB graduate student spouse	Until the end of the semester
SUSB Alumni	For one year or until expiration date on Alumni Association card
Graduate students from colleges on reciprocating list	Until the end of the semester
Graduate students from colleges on neither reciprocating list nor non-reciprocating list	For 30 days
Faculty from area colleges	For one year
N.Y.State Dept. of Environmental Conservation Staff	For one year
Institute for the Advanced Study of World Religions (IASWR) Staff	For one year
Intern. Art of Jazz	For one year
Chaplin Newman Club, Campus Christian Federation, Hillel religious leader	For one year
Brookhaven National Lab Staff	For one year or until expiration date on their I.D.
Visiting Scholar (Should see Circulation Librarian first)	Usually for one semester

To issue a Courtesy card to a new borrower request that the patron show you appropriate identification. Gather together the materials needed (application card, information packet, Courtesy notebook, stamp and pad, etc.) from the current Courtesy drawer and have the patron legibly fill out an application form. In addition, record patron's name, new Courtesy card number, address and telephone number on the number list in the Courtesy notebook. Put the completed application card in the David's drawer so it can be added to our Courtesy computer file. Finally, <u>give the patron a copy of the information packet</u> with the Courtesy card.

To renew an <u>unexpired</u> card, pull the original application from the current Courtesy file, check the Rolodex Wheel for outstanding fines or bills, which must be cleared and verify that the patron is still

eligible for borrowing privileges according to the reason given. If all is O.K., stamp the new expiration date on the Courtesy card and update the application card, re-file in current file.

To renew an expired card pull the original application from the expired Courtesy file and follow the same procedures for unexpired card. If all is O.K, stamp new expiration date on the card, update the application card and put it in David's drawer to be re-added to our Courtesy computer file.

> ALWAYS ASK ANY PATRON RENEWING A COURTESY CARD IF THEIR ADDRESS HAS CHANGED. If it has, write new address on original application and put it in the special box so our computer file can be updated accordingly,even if it has not expired.

Graduate students from universities with which Stony Brook has reciprocal borrowing privileges are issued a Courtesy card that expires at the end of the semester (or the end of the patron's visit if prior to the end of the semester). We have lists in the current Courtesy drawer showing the institutions which do and do not reciprocate with SUSB. If a student from an institution that is not on either list comes to the Circulation Desk and requests borrowing privileges, issue a card for 30 days only. Give the application and complete information for corresponding with the student's home library and give to Curt. The institution will be contacted and if they agree to reciprocate, the student may renew the card after 30 days. If not, the card will expire and student will have to use library materials in the Library building.

If a Courtesy Borrower has lost their courtesy card, there is a $3.00 replacement charge. Fill out the appropriate form in the drawer at the Circulation/Reserve desk, collect the money, and leave both on Curt's desk. Pull the courtesy card application for the lost card from the file, and issue a new courtesy card. On the new application write "Replacement for Lost Card" and indicate the lost card number. Attach the old application to the new, and leave in David's drawer.

INFORMATION TO THE PUBLIC

Reference is the primary source for information in the Main Library. If you do not know the answer to a question relating to some aspect of the Circulation/Reserve Department, take a message from the patron and leave it on Curt Kendrick's desk. If the question does not pertain to the Circulation/Reserve Department, refer the patron to Reference (2-7110).

THE ROLM TELEPHONE SYSTEM

To call anywhere on the Main Campus with the ROLMphone system you need only dial "2" plus the last four digits of the extension. For

an X or an XX before the call number.

There are some exceptions however:

1) All books formerly marked Black Studies Collection (BSC) and previously shelved in a special section on the 4th floor are now shelved according to call number.

2) All books marked CAGE or CLOSED are in the corridor - behind the Circulation Desk. If not there or charged out, tell patron to check regular Stacks.

3) Children's Literature is stored in the Special Collections.

4) Reserve books are in the Cage behind the 3rd floor Circulation/Reserve Desk.

5) Books marked REF above the call number are in the Reference Room, 1st floor.

6) Oversize books are shelved separately on their appropriate floor beginning after the regular size books. (Exception: XN's are shelved with the regular N's.)

7) Special Collections, located on the 2nd floor East wing of the Main Library off the open Galleria hallway.

8) Certain call numbers are in the branch libraries <u>unless</u> MAIN is printed on top of the call number.

   (a) M - Music Library
   (b) QA and QC are in the Math-Physics Library
   (c) QA 75-76 are in the Computer Science Library
   (d) QB, QE, GB and GC are in the ESS Library
   (e) QD are in the Chemistry Library
   (f) QH-QR and S are in the Biology Library
   (g) T (except TR, TT and TX) are in the Engineering Library
   (h) W - Health Sciences Library

   IASWR over the call number - located in the Institute for Advanced Study of World Religions on the 5th floor, north wing of the Main Library.

9) Certain journals are kept bound in the Current Periodicals Reading Room. At the beginning of each calendar year, volumes of these titles from two years ago are sent to the Stacks. For example, in 1989 volumes from 1987 will be sent up. This applies to the titles below.

example: to call Reference, dial 2-7110. To call anywhere in the Health Sciences Center, you need only dial "4" plus the last four digit of the extension.

TRANSFERRING CALLS:

All outside calls are directed to the Circulation/Reserve Desk. Therefore, a transfer will frequently be appropriate in directing the caller to another department or one of our extensions. After having initially answered a call, you must follow this procedure:

1. Find out the proper extension to transfer to.

2. While the caller remains on the line, press the Transfer button and then dial the appropriate two or four digit number. When the call is answered, inform the receiver that you have a transfer call for them, then hang up and the call will be forwarded. If no one answers press connect, and you will be reconnected with the original caller.

COMMON QUESTIONS ASKED BY PATRONS:

1) LIBRARY HOURS: A sheet with hours is published each semester by the Library Administration and should be available, in bulk, for distribution to patrons at all times.

2) PHOTOCOPY INFORMATION: Refer all calls to Photocopy, 632-7138.

3) STACK LOCATION INFORMATION: The simplest of these is merely "Where do I go to find this call number"? This can be answered by familiarizing yourself with the organization of the stacks.

4) PERIODICALS INFORMATION:

Journals published in the current year are located in Current Periodicals. For bound journals, the Serials Holdings List located on the Circulation counter (in four volumes), can be of use in locating a particular periodical. The Serials Holding List will indicate call numbers and holdings for all of the SUSB libraries. Patrons may be referred to Reference for additional assistance in interpreting the Serials Holdings List.

5) WHERE BOOKS ARE LOCATED

In general, books labeled A-E are on the 2nd floor, books labeled G-Z are on the 3rd floor - <u>except</u> P which is on the 4th floor. This applies also to the oversize books which may have

TITLE	Volumes In Periodical Room
America	1987 -
Atlantic	1987 -
Business Week	1987 -
Commonwealth	1987 -
Consumer Reports	1987 -
Fortune	1987 -
Harper's	1987 -
Nation	1987 -
National Geographic Magazine	1987 -
National Review	1987 -
New Republic	1987 -
New Yorker	1987 -
Newsweek	1987 -
Science	1987 -
Scientific American	1987 -
Time	1987 -
U.S. News and World Report	1987 -

GUIDE TO MAIN LIBRARY BOOKSTACKS

Library of Congress Call Number Starts With:	Book Located:
A	Second Floor
B	Second Floor
C	Second Floor
D	Second Floor
E	Second Floor
F	Core East (Third Floor)
G	Core East (Third Floor)
H	Third Floor
J	Third Floor
K	Core West (Third Floor)
L	Core West (Third Floor)
N, XN	Core West (Third Floor)
P	Fourth Floor
Q	Core West (Third Floor)
R	Core West (Third Floor)
S	Core West (Third Floor)
T	Core West (Third Floor)
U	Core West (Third Floor)
V	Core West (Third Floor)
Z	Core West (Third Floor)

X, XX, XXX ..... This denotes oversize (X), double oversize (XX), etc. This material is shelved at the back of a location. For example, a call number XA would be located on the Second Floor following all the regular size books on the Second Floor. An exception to this is that N and XN are interfiled.

<u>OTHER</u>

CAGE	Ask at Circulation Desk
Children's Literature	Ask in Special Collections.
Black Studies Collection	Check Main Stack under call number indicated.

LOCATION SYMBOLS
(Found above Call Numbers)

If the location symbol is: The book will be located in:

ACQ.....Acquisitions Department
Aud-Vis.....Audio-Visual Department
Archives.....Special Collections
Bio, Biol, Bio R, Bio Ref.....Biology Library
CAGE.....Main Library, ask at Circulation Desk
Chem, Chem R, Chem R.....Chemistry Library
Child L, Child Lit.....Main LIbrary, Special Collections
Closed.....Main Library, ask at Circulation Desk
Comp. Sci. .....Computer Science Library
DOC, Doc/Law Ref.....Government Documents
ESS.....Earth & Space Sciences Library
ENG, Eng R, Eng Ref.....Engineering Library

EXCEPTION: Materials marked "ENG" with Call Numbers Beginning Q 334-335, QA 75-76, TA 1630-1650, and TK 7882-7887 HAVE BEEN MOVED TO THE NEW COMPUTER SCIENCE LIBRARY

FS.....Audio-Visual Department
Film.....Audio-Visual Department
Glass.....Biology Library
HSL, Health Sciences Library.....Health Sciences LIbrary
IASWR.....Inst. for the Advances Study of World Religions
Main.....Main Library
Map.....Map Collection
Math, Math R, Math/Phy, Math/Phy R.....Math/Physics Library
Micro, Microcard, Microfiche.....Microforms Area
Microprint, Microfilm.....Microforms Area
MP.....Audio-Visual Department
Music, Music Ref, Music Micro, Music Audio.....Music Library
PER.....does not affect location
Phy, Phy R.....Math/Physics Library
REF, Reference, Ref Main.....Reference Room
Serials.....Serials Department
Spec.....Special Collections
Tape.....Music Library

X, XX, or XXX above the call number indicates a book that is oversized. Such books are shelved in the oversized section near the regular location.

HOW TO USE THE COMPUTER CHARGE FILE PRINTOUT

The Computer Charge File Printout, arranged in call number order, lists the following information (in this order) across the page:

Access Number (a unique number for each book)
Call Number
Main Entry (very abbreviated, usually only part of the author's name)
Date Charged
Date Due

Between the access number and the call number, there occasionally is printed additional information regarding the book. In the two spaces immediately after the access number, location information is given as follows:

-- or	01	Main Library
	04	Cage Collection (available on request at the Circulation Desk)
	05	Black Studies Collection (Only applies to books cataloged prior to June 1988.)
		NOTE: Black Studies Collection (BSC) books are now shelved by call number within the regular collection, ignore the BSC designation.
		Children's Literature - stored in Special Collections

In the next three spaces are printed an X, Y, or Z if the volume number is oversize, and the copy number (02, 03, 04, etc.) to indicate the copy number of the book in circulation. (-- or 01 means copy 1)

Certain letters (called "flags") are printed <u>before</u> the access number to give still further information about that volume. The flags are:

A	HOLD (another borrower has reserved this book when it is returned)
B	Reserve/Hold
F, G, H -	Recall Notices
J - N	Renewals
S	Overdue Notice sent
T	Final Overdue Notice sent
U	Library Book Bill sent

Z Overdue, but not billed

Listed in the column on the right may be locations such as ILL, Bindery, Repairs, etc., indicating that the book is charged out to a particular area. These books may be recalled just like any other. When the location **RESERVE** is indicated in the column on the right, it signifies that the book is on course reserve, and should be located on the course reserve shelves behind the circulation desk.

All this information in the Computer Charge File Printout enables our borrowers and our Circulation staff to know as much as possible about any book charged out from our Circulation collection.

There is also a Charge File by I.D. number at the Circulation Desk. This is useful if a patron wants to know what books they have charged out. You should ask the patron for their I.D. number, and then find the I.D. number in the charge file. You may show patrons the listings for their own I.D. number only. To show them listings for other I.D. numbers violates the confidentiality law.

SEARCH REQUESTS

If a patron cannot find the book s/he wants on the shelves or in the sorting area the next step is to search the manual and automated Circulation charge files. If the book still cannot be found follow the procedures below:

1. If the book is checked out, you will so inform him/her. A "Hold" may usually be placed on these books. (See Holds and Recalls)

2. If the book is charged out to RESERVE it should be located on the Reserve shelves behind the Circulation Desk. (Refer to the Reserve section of this manual)

3. If the book is not found in the sorting areas and is not charged out, the patron should be encouraged to fill out a yellow search request form for it. Have the patron fill out the yellow search request form <u>completely</u>, including date requested and date not needed after (even if the date is a year form now), <u>name and address.</u> The most common error is to omit this date.

4. Check all information for completeness and legibility. This includes complete call number, author and title, <u>name and address.</u> This is done even if the patron has dropped the search request on the counter and gone away.

5. Finally, tell the patron s/he will be notified as to the status of the search, and place the form in the proper drawer at the Circulation Desk.

HOLDS AND RECALLS

A patron may request a Hold on a book currently charged out by filling out a Hold card. The computer generates up to three recall notices if necessary. When the book is returned, Circulation holds the book for 14 days and notifies the patron.

INSTRUCTIONS FOR PLACING HOLDS

1. When a patron requests a Hold card, ask if the book is charged out in the printout. If it is not in the printout or manual file, a Hold cannot be placed. Suggest that a search request be filled out instead. If the book is charged out, give patron a blue Hold card to fill out.

2. Before patron leaves, check the Hold card for completeness, legibility and date to be canceled.

3. For a Hold on a manual charge write "manual charge" on the top of the Hold card.

4. Books on hold should be left on Peggy's desk when they are returned by patrons. Peggy Labusohr will place the books on the 14-day Hold shelf and notify the patron.

5. It is against the law to give out the names of patrons who have library books. We will do everything to recall the book, including telephoning.

6. If a Second Hold has been placed on the book, a slip is also placed in it. Books with two holds on them should be charged out manually for a period of 14 days, regardless of the type of borrower. Be sure to write hold on the manual charge slip.

SAVES (or Temporary Holds)

SAVES for patrons: When a patron wants us to hold books for up to two days until the I.D. can be brought in, fill out the 2-day slip, put it in one of the books, put a rubber band around the books, and put them on the SAVE shelves. DO NOT PUT PERIODICALS ON THE SAVE SHELVES.

BILLING QUESTIONS

Most billing questions should be referred to the billing supervisor (Stephanie), who is available 8:30 AM - 12:30 PM on Monday through Friday. When Stephanie is unavailable, Lynn may be able to provide assistance. You may advise the patron to check the stacks to see if they can locate to book for which they have been billed.

If the book is found in the Stacks, either by the patron or Circulation staff, it should be left on Stephanie's desk along with

the bill/notice and note of explanation from yourself. However, DO NOT IN ANY WAY ATTEMPT TO PROCESS THE BOOK!

If the book is not found in the Stacks either by the patron or Circulation staff, then the patron should be instructed to fill out a Special Search request form. This request requires our staff to make several searches of the Stacks to determine if the book has been returned or not. These requests can also be filled out by us through a phone request, so long as the patron can provide us with the necessary information. The various charge files can be used as aides in such cases.

All payments for fines/bills are collected by the Bursar's Office. If the patron needs further assistance, i.e. official receipt, etc., they should contact the Office of Student Accounts.

PROBLEMS

FIRE ALARMS

When the fire alarm bells start ringing, you cannot grab your belongings and run. You have an obligation to our patrons to see that all floors are completely clear before you leave. Follow these procedures:

1) The first rule in evacuating a building is not to use an elevator, stairs must be used. Elevators are dangerous because smoke can seep into them and asphyxiate passengers.

2) Get the alarm key from the drawer at the Circulation Desk.
3) Shut both entrance doors.

4) Clear the stacks of patrons. Patrons should be directed to the two stacks stairwells because these stairwells are exits to the building. Any staff or student assistants available should be told to help clear the stacks of patrons.

5) When the stacks are cleared staff and student assistants should exit the building using either stacks stairwells. When permitted to re-enter the building, a supervisor or graduate student will need to check that all of the emergency door alarms have been reset. There are seven doors to be checked:

4th Floor ----------	1 Emergency Door
Core ----------	3 Emergency Doors
2nd Floor ----------	1 Emergency Door
Stairwells----------	2 Emergency Doors

6) After all of the alarms are reset, open the entrance doors and return the alarm key to the drawer at the Circulation Desk.

7) If a fire drill is scheduled in advance, we will try to let

you know. If you have had no notice, do not ask if it is a real fire--just get everyone out.

8) If a fire starts in the Stacks, pull down fire alarm located on the wall beside each fire stair door and call Public Safety (2-3333). There are fire extinguishers by the sorting areas and the elevator on each circulation floor which may be used on very small fires such as in a small trash can, but the alarm should be pulled the instant the fire threatens to spread.

PERSONAL PROPERTY LOSS

Personal property of employees or of the public should never be left where it is unprotected. Unfortunately we have had many thefts of wallets, purses, coats, etc. Shelvers on the Stack floors and Reserve assistants should be alert to warn patrons who are leaving personal property unguarded on tables or carrels. As for our employees, coat racks or closets are provided for your use and special places in each area are assigned for purses, books, etc.

LOST AND FOUND

All books, clothing, wallets etc, found in any area are to be kept at the Circulation Desk. Please leave a note for Peggy Labusohr that something has been lost. Eventually some of the material may be transferred to the Library's Administration Office, where the official Lost and Found is located.

NON-CIRCULATING MATERIALS IF ALL COPY MACHINES BREAK DOWN:

1. Periodical volumes cannot leave the Stacks--they must be copied on one of the Photocopy Department machines in the Stacks. The only exception is when all the photocopy machines on the 3rd floor are not functioning.

2. If this happens, have the patron fill out a manual slip for the volume. Be sure it is legible and contains all information including call number, volume, date, title, name, address. Add date and time due (no more than 2 hours) in the date due box. Sign your initials.

3. Ask patron to leave his/her I.D. with you until volume is returned. Clip top copy of charge slip to last page of volume. Clip I.D. card to remaining two copies and place in the box under the Circulation counter. Do not de-sensitize the volumes!

4. When volume is returned, tear up all slips and return the patron's I.D. Be sure to check before the Library closes to make sure that all such volumes are back.

BEHAVIOR PROBLEMS

SMOKING, DRINKING, EATING

There should be no drinking, eating or smoking in any area where books are stored or used. Books can be stained or ruined; food may attract insects. The Stacks have already had to be fumigated twice--it is an expensive project. Smoking also damages books, through both smoke and fire.

OTHER PROBLEMS

Occasionally (very occasionally) we have problems in the Library with verbal abuse, exhibitionism and discovering a theft in progress. These happen very rarely, but all people working here should know what to do in such an emergency.

1) Verbal Abuse -- most "verbal abuse" is really a vociferous complaint against our procedures. You should never get angry and answer back but, instead, you should try quietly to explain our procedures and the necessity for them. If the "verbal abuse" becomes rather threatening or if exceptionally objectionable language is used, do not respond in kind but call upon the Librarian, or even a Reference Librarian if it is at night or on a weekend.

2) Exhibitionism -- Call Public Safety (333) as soon as possible.

3) Discovering a Theft -- Call Public Safety (333) as soon as possible.

Remember, if you feel in physical danger under any circumstances, call Public Safety. You might also simply pull one of the fire alarms at each stair door. This will certainly bring Public Safety at once. Of course, it will also cause everyone to evacuate the building. This has never been necessary in the history of the Library, but it is good to know.

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